

**RETAIL AND DISTRIBUTION SMES PREDICT SLOW ECONOMIC  
RECOVERY BUT EXPECT SOLID PROFITS**

**BUSINESSES' CONCERNED OVER RISE IN INFLATION AND  
INTEREST RATES**

**London, 22 July 2010**

**Key points**

- 83% of retail and distribution SMEs expect a 1-2 year wait for the UK to make a full economic recovery
- 81% forecast maintained or increased sales turnover in the second half of 2010
- Majority says that an increase in interest rates and inflation would be problematic for their business

The fourth survey of small and medium sized enterprises (SMEs) from QBE, the specialist business insurer, shows that the majority (83%) of retail and distribution SMEs believe that a full economic recovery in the UK could take up to two years.

The survey findings also illustrated that the current economic climate continues to challenge SMEs in the retail and distribution industry, with just under half (49%) saying that they would experience difficulties if current conditions were to persist. However, this has improved since six months ago, when 82% said that they thought they would face difficulty if there was no positive economic change.

Similarly, retail and distribution SMEs recorded some benefits of the downturn, with 59% saying that they were now a more competitive business and 56% noting that they are now a leaner business as a result of the recession.

### **Solid turnover expected**

The survey also indicated that a healthy 81% of retail and distribution SMEs expect to either maintain or increase sales turnover in the second half of 2010 – a positive increase from last year’s figure of 73% and slightly above the national average of 77% of SMEs with this forecast for the next six months.

### **Business growth stalled by lack of commercial credit**

Although the majority of retail and distribution SMEs anticipate solid profits in the second half of the year, 56% said that they believed it would be difficult to access commercial credit, with only 7% saying they thought it would be easy. This concern is perhaps reflected by the admission of 95% of SMEs in the industry that they would not hire more staff in 2010, which would indicate that they do not feel they are in a position to invest in organic business growth.

### **Rises in interest rates and inflation could cause problems**

Over half, 58%, said that they felt an increase in interest rates would be problematic for their business, and 74% of those asked said that they would experience problems in their business with a rise in inflation.

93% said they did not want to see increases on petrol and diesel fuel duty and, although this was answered in the Budget, there may be some disappointment that no firm plans on a fuel stabiliser programme were announced.

**Terry Whittaker, Managing Director Distribution, QBE European Operations:** “Small to medium-sized enterprises form a crucial section of UK business and it is important that their collective voice is heard on the future of our economy, because they have a key role to play in its recovery.

“As a specialist business insurer, we are always looking for ways to support the UK’s SME community and encourage them to take steps towards future growth and development. We do this by investing time in really getting to know our clients and providing bespoke insurance solutions that both protect them from the worst and enable them to realise their potential.”



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For further information please contact:

Sandra Villanueva, QBE European Operations  
Tel: +44 20 7105 4428; email [sandra.villanueva@uk.qbe.com](mailto:sandra.villanueva@uk.qbe.com)

Samantha Whiteley, Haggie Financial  
Tel: + 44 20 7417 8989; email [Samantha.Whiteley@haggie.co.uk](mailto:Samantha.Whiteley@haggie.co.uk)

Henny Breakwell, Haggie Financial  
Tel: +44 20 7417 8989 email: [Henny.Breakwell@haggie.co.uk](mailto:Henny.Breakwell@haggie.co.uk)

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### Notes to editors

#### About the QBE Business Sentiment Survey

Data were collected by The Survey Shop in June 2010. A total of 406 interviews were conducted by telephone using quota sampling. Respondents were qualified as owners, managers and decision-makers, and the data are representative of SMEs in UK and Ireland.

#### About QBE

QBE Insurance Group is Standard & Poor's 'A+' rated and is one of the world's leading international insurers and reinsurers, headquartered in Sydney, Australia. We operate out of 48 countries across the globe, with a presence in all key insurance markets, and are lead underwriters within our chosen markets, setting rates and conditions. For the year ended 31 December 2009, the company underwrote gross written premium totalling £7,241.86 million and held shareholders' funds of £5,670.07 million.

QBE's European Operations, which accounts for 35% of QBE Group turnover, is a leading specialist in London market and European commercial lines business. It provides a wide range of insurance cover, including property, motor, liability and professional indemnity across a broad range of business types and sizes.



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